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**From:** Lobik Stephen [slobik@facil.umass.edu]  
**Sent:** 2/27/2012 2:46:17 PM  
**To:** Hanchett, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=James.Hanchett]  
**CC:** Pocsik Mark [mpocsik@facil.umass.edu]  
**Subject:** RE: AC/Heating Unit

Jim,

At this point neither contractor is responsible. The work is guaranteed for 1 year from acceptance then Physical Plant take over the maintenance. If you call the PP service desk they should send someone out to make the repair. What did PP do the last time they came out?

Stephen

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**From:** Hanchett, James (DPH) [mailto:james.hanchett@state.ma.us]  
**Sent:** Monday, February 27, 2012 9:31 AM  
**To:** Lobik Stephen  
**Subject:** AC/Heating Unit

Hi Steve,

The noise is back with a vengeance. It must be outside temperature dependent. Could you see if the contactor who installed it is responsible or is Johnson Controls?

Thanks,

Jim Hanchett  
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